A Study of Performance Evaluation of Liquefied Petroleum Gas Service Providers in Latur District

A Ph.D. Synopsis

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Introduction:

Today's Every Companies Are Facing Competition Every companies can to winning consumer consumer are king of the market companies out performing their competitors only by doing better job of meeting consumer satisfaction needs

Company think that is the department the marketing department can only be effective in companies whose department has successfully teamed work to design and improvement a competitively superior customer value delivery

L.P.G cylinder product is required for the daily use in today urban area without cylinder the kitchen does not work cylinder is one of human needs product it is most important product in everybody life.

Liquefied Petroleum Gas (LPG)

Liquefied petroleum gas, as the name suggests, is partly a byproduct of petroleum refining; in California the state's oil refineries are the main source, but nationwide well under half of LPG comes from petroleum refining, and the rest from natural gas processing. It consists of hydrocarbons that are vapors, rather than liquids, at normal temperatures and pressures, but which turn liquid at moderate pressures; its main constituent is propane, and it is sometimes referred to by that name

Liquefied petroleum gas (also called LPG, GPL, LP Gas, or liquid propane gas) is a flammable mixture of hydrocarbon gases used as a fuel in heating appliances and vehicles. It is increasingly used as an aerosol propellant and a refrigerant, replacing chlorofluorocarbons in an effort to reduce damage to the ozone layer. When specifically used.

Uses of LPG

1) **Rural heating**

Predominantly in Europe and rural parts of the United States, LPG can provide an alternative to electricity and heating oil (kerosene).

LPG is most often used where there is no access to piped natural gas

LPG can be used as a power source for combined heat and power technologies (CHP). CHP is the process of generating both electrical power and useful heat from a single fuel source. This technology has allowed LPG to be used not just as fuel for heating and cooking, but also for de-centralized generation of electricity.

LPG can be stored in a variety of ways. LPG, as with other fossil fuels, can be combined with renewable power sources to provide greater reliability while still achieving some reduction in CO_2 emissions.

2) Motor fuel

Autogas

When LPG is used to fuel internal combustion engines, it is often referred to as autogas or auto propane. In some countries, it has been used since the 1940s as a petrol alternative for spark ignition engines. Two recent studies have examined LPG-fuel-oil fuel mixes and found that smoke emissions and fuel consumption are reduced but hydrocarbon emissions are increased. The studies were split on CO emissions, with one finding significant increases, and the other finding slight increases at low engine load but a considerable decrease at high engine load Its advantage is that it is non-toxic, non-corrosive and free of tetra-ethyl lead or any additives, and has a high octane rating (102-108 RON depending on local specifications). It burns more cleanly than petrol or fuel-oil and is especially free of the particulates from the latter.

LPG has a lower energy density than either petrol or fuel-oil, so the equivalent fuel consumption is higher. Many governments impose less tax on LPG than on petrol or fuel-oil, which helps offset the greater consumption of LPG than of petrol or fuel-oil. However, in many European countries this tax break is often compensated by a much higher annual road tax on cars using LPG than on cars using petrol or fuel-oil. Propane is the third most widely used motor fuel in the world. 2008 estimates are that over 13

million vehicles are fueled by propane gas worldwide. Over 20 million tonnes (over 7 billion US gallons) are used annually as a vehicle fuel.

Not all automobile engines are suitable for use with LPG as a fuel. LPG provides less upper cylinder lubrication than petrol or diesel, as a consequence LPG fueled engines are more prone to wearing valves if not suitably modified. Many modern common rail diesel engines respond well to LPG use as a supplementary fuel. This is where LPG is used as fuel as well as diesel. Systems are now available that integrate with OEM engine management systems

3) Refrigeration

LPG is instrumental in providing off-the-grid refrigeration, usually by means of a gas absorption refrigerator.

Blended of pure, dry "isopropane" and isobutane (R-600a) have negligible ozone depletion potential and very low global warming potential and can serve as a functional replacement for R-12, R-22, R-134a,and other chlorofluorocarbon or hydrofluorocarbonrefrigerants in conventional stationary refrigeration and air conditioning systems.

Such substitution is widely prohibited or discouraged in motor vehicle air conditioning systems, on the grounds that using flammable hydrocarbons in systems originally designed to carry non-flammable refrigerant presents a significant risk of fire or explosion.

4) Cooking

According to the 2001 Census of India, 17.5% of Indian households or 33.6 million Indian households used LPG as cooking fuel in 2001, which is supplied to to their homes by Indian Oil which is known as Indane. 76.64% of such households were from urban India making up 48% of urban Indian households as compared to a usage of 5.7% only in rural Indian households. LPG is subsidized by the government. Increase in

LPG prices has been a politically sensitive matter in India as it potentially affects the urban middle voting pattern.

Need and Importance of Study

LPG cylinder product has daily use product without LPG cylinder kitchen not work society has known as how is the procedure of LPG distribution. LPG is important product of human life so I have selected the topic A study of performance evaluation of liquefied petroleum gas service providers in latur district. Consumer as known as LPG services, marketing and his opinion about the LPG.

Objectives of research study as below

1) To understand the distribution procedure & Marketing of LPG
2) To examine the control procedure of LPG service
3) To evaluate the performance of LPG
4) To find out the problems in distribution of LPG
5) To understand the expectations of consumer from the LPG organization.
6) To study the redrassal procedure regarding settlement of dispute.
7) To suggest the measures for the smooth functioning of the organization.

Hypothesis

1) The consumers are not fully satisfied about the LPG services.
2) There is no blackmailing in the distribution of LPG service.
3) There is always of shortage of LPG.
4) There are so many defects distribution of LPG service.

Research Methodology

The data is collected for the study through to major through sources

1) Primary data:

It includes observation, personal interview, and questionnaire.

2) Secondary data:

Secondary data is collected through very us sources such as books, magazine, news papers, official records.

The data so collected is analysis and interpreted through the user's statistical tools and technique for this simple countable chart, statistical average, graphs, pie charts and other chart and statistical technique as index number and correlation.

Scope and limitation

Considering the limitations such as single researcher time money etc the scope of study is limited to Latur district

Expected Contribution

The study is useful to the organization and helpful in improving the services also helpful to minimize the defects and drawback in operation.

Chapter Scheme

1) Introduction

   Review of literature

2) Economy Of Latur District

3) Conceptual Background

4) Organization of LPG

5) Distribution Channel of LPG

6) Performance Appraisal Of LPG in Latur District

7) Problems In LPG Services

8) Conclusion And Suggestions

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